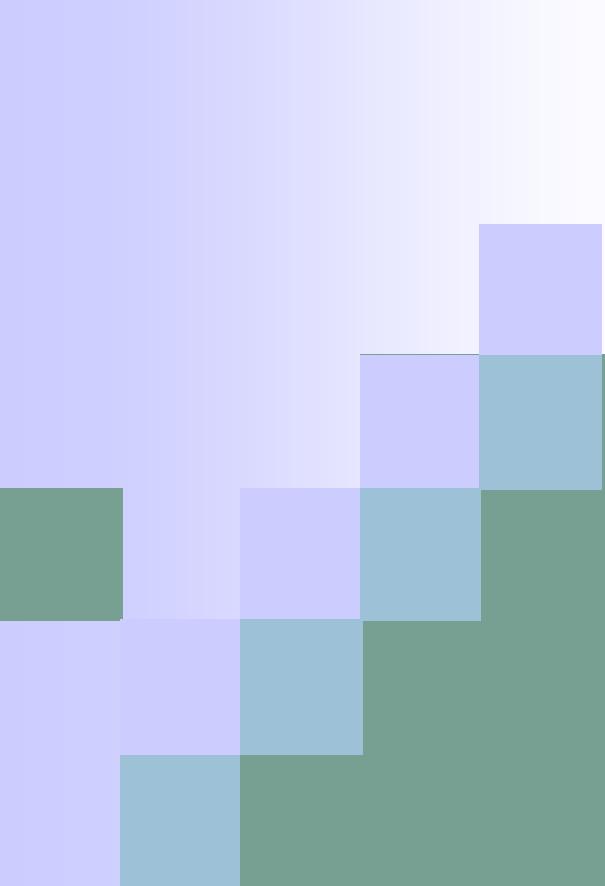


APPENDIX I

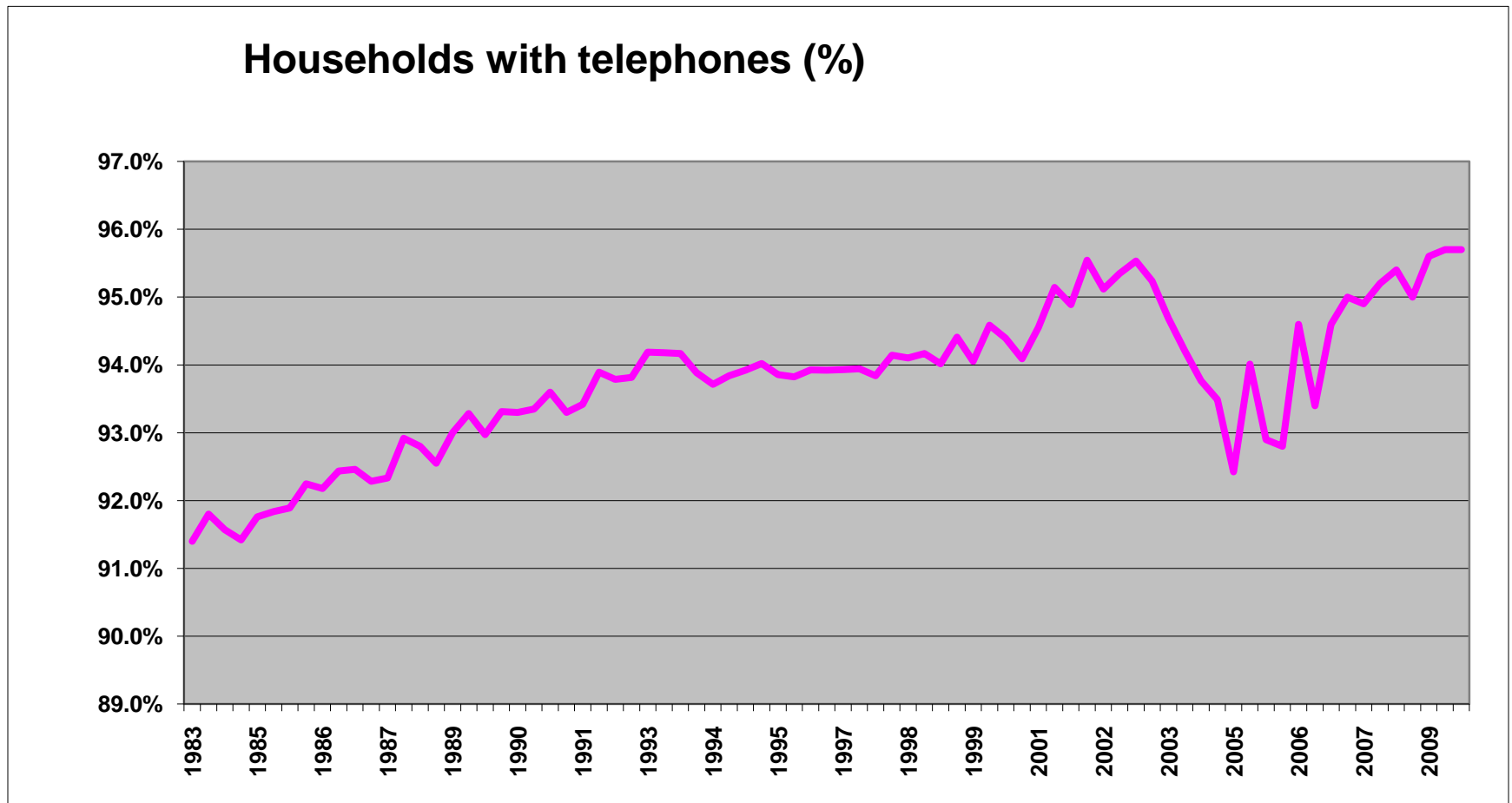


The Phoneless in the Broadband Age: A Pilot Study in MA

Preliminary Results as of April 1, 2011

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US Household Voice Penetration



Source: Federal Communication Commission. 2006. Telephone subscribership in the U.S. (Data through November 2005). May.



Statistically significant predictors of change in telephone penetration

- Decreasing Penetration change
 - ☐ Increase in Black households
 - ☐ ***Increase in mobile penetration***
 - ☐ Increase in Link-Up enrollment
 - ☐ Disconnect for nonbasic nonpayment allowed
 - ☐ Disconnect for nonbasic allowed * uncollectibles
- Increasing Penetration Change
 - ☐ Qwest
 - ☐ State rule requiring no deposit * uncollectibles



Hearing the stories of people disconnected

- Total Surveys: 230
- Surveys with Disconnect: 83
 - Current Disconnect: 14
 - Past Disconnect: 75
 - Current and Past: 6
- Substituted to Mobile-only before disconnected: 20

Survey Profile

	With		Without			
<u>Town</u>	<u>Disconnect</u>	<u>%</u>	<u>Disconnect</u>	<u>%</u>	<u>Total</u>	<u>%</u>
Cambridge	6	7%	1	1%	7	3%
Chelsea	40	48%	44	30%	84	37%
Dorchester	11	13%	17	12%	28	12%
Lawrence	16	19%	21	14%	37	16%
Medford	10	12%	59	40%	69	30%
Somerville	<u>0</u>	0%	<u>5</u>	3%	5	2%
Total	83	100%	147	100%	230	100%
	With		Without			
	<u>Disconnect</u>	<u>%</u>	<u>Disconnect</u>	<u>%</u>	<u>Total</u>	<u>%</u>
Male	34	41%	58	39%	92	40%
Female	<u>49</u>	<u>59%</u>	<u>89</u>	<u>61%</u>	138	<u>60%</u>
Total	83	100%	147	100%	230	100%

Subjects with Disconnect: Basic Profile

	<u>#</u>	<u>%</u>
Male	34	41%
Female	49	59%
	83	100%
	<u>#</u>	<u>%</u>
Cambridge	6	7%
Chelsea	40	48%
Dorchester	11	13%
Lawrence	16	19%
Medford	10	12%
Somerville	0	0%
	83	100%

	<u>#</u>	<u>%</u>
Currently Disconnected	14	17%
Disconnection in Past 10 Years	75	90%
Both	6	7%

	<u>#</u>	<u>%</u>
Cambridge	6	7%
Chelsea	40	48%
Dorchester	11	13%
Lawrence	16	19%
Medford	10	12%
Somerville	0	0%
	83	100%



Subjects with Disconnect: Basic Profile

<u>Employment</u>	<u>#</u>	<u>%</u>	<u>Income</u>	<u>#</u>	<u>%</u>
F/T	11	14%	< \$25,000	70	84%
P/T	13	16%	\$25,000-\$49,999	6	7%
Work at home	1	1%	\$50,000-\$74,999	2	2%
F/T Student	2	2%	\$75,000-\$99,999	1	1%
Unemployed	47	58%	\$100,000-\$149,999	0	0%
No Reply	7	9%	\$150,000+	0	0%
Total	81	100%	No Reply	4	5%
			Total	83	100%



Currently Disconnected: Profile

	<u>#</u>	<u>%</u>
Male	8	57%
Female	6	43%
Total	14	100%

<u>Duration to Date</u>	<u>#</u>	<u>%</u>	
1 - 3 Months	6	43%	(includes 1 by choice)
4 - 6 Months	2	14%	
7 - 12 Months	4	29%	
13 - 24 Months	1	7%	
24+ Months	1	7%	
Total	14	100%	

Currently Disconnected: Why?

<u>Phoneless by Choice?</u>	<u>#</u>	<u>%</u>
Y	2	14%
N	10	71%
No Reply	2	14%
Total	14	100%

<u>Why Disconnected?</u>	<u>#</u>	<u>%</u>
Unexpected charges	4	29%
No Job	5	36%
Bundling	1	7%
Lost home	1	7%
Not covered by disability benefits	1	7%
Cell phone broken	2	14%
Bill inc when promotion ended	1	7%
Cannot afford	1	7%

Currently Disconnected: Cell Phones and Internet

<u>Ever Had Cell Phone?</u>	<u>#</u>	<u>%</u>
Y	11	79%
N	3	21%
Total	14	100%

<u>Switched to Cell Only Before Disconnect</u>	<u>#</u>	<u>%</u>
Y	10	71%
N	4	29%
Total	14	100%

<u>Internet Access at Home?</u>	<u>#</u>	<u>%</u>
Y	2	14%
N	12	86%
Total	14	100%

Currently Disconnected: Value of Voice

<u>Importance of Voice (1-5)</u>	<u>#</u>	<u>%</u>
1	0	0%
2	1	7%
3	0	0%
4	2	14%
5	11	79%
Total	14	100%

<u>Familiar with LL/LU?</u>	<u>#</u>	<u>%</u>
Y	7	50%
N	7	50%
Total	14	100%

(2 had participated, ratings were 1 and 5)

All with Disconnect:

<u>Duration of Disconnection</u>	<u>#</u>	<u>%</u>
1 - 3 months	26	31%
4 - 6 month	11	13%
7 - 12 months	11	13%
13 - 23 months	1	1%
24+ months	21	25%
No Reply	13	16%
Total	83	100%

<u>Familiar with LL/LU?</u>	<u>#</u>	<u>%</u>
Y	47	57%
N	30	36%
Used	14	17%
No Reply	6	7%

All with Disconnect:

<u>Why Disconnected?</u>	<u>#</u>	<u>%</u>
Prison	2	2%
Lost Home	4	5%
Bundling	8	10%
No Job	29	35%
Unexpected Increase or Charges	20	24%
Phone Broken	4	5%
Cannot Afford	19	23%
Other	4	5%

<u>Platform Before Disconnection</u>	<u>#</u>	<u>%</u>
Intentional Cell Only (substitution)	18	22%
Other Cell Only	19	23%
Landline only	30	36%
Landline disc. first, then then cell	23	28%
Cell disc. first, then landline	2	2%

All with Disconnect:

How important is it to make and receive telephone calls at home?	#	%
5	70	84%
4	8	10%
3	3	4%
2	1	1%
1	0	0%
No Reply	1	1%
Total	83	100%

<u>Ranking Communication Services</u>	#	%
Voice most important	70	84%
Texting most important	4	5%
Internet most important	3	4%
Cable most important	5	6%
No Reply	1	1%
Total	83	100%

All with Disconnect:

<u>Problems Reconnecting</u>	<u>#</u>	<u>%</u>
Outstanding Bills	26	31%
Credit Issues	6	7%
High Deposit	10	12%
Penalty Fee	4	5%
Switch to Cheaper Service	10	12%
Other	6	7%
No Reply	32	39%

<u>Reconnected.....</u>	<u>#</u>	<u>%</u>	(out of total of 69)
LL first (or only)	13	19%	
Cell first (or only)	34	49%	
Both at same time	1	1%	
Switched to different service	30	43%	
No reply or NA	35	51%	



Next steps

- Complete interviews
- Refine coding – why disconnected
- Implications for broadband
- Refine Survey
- Expand